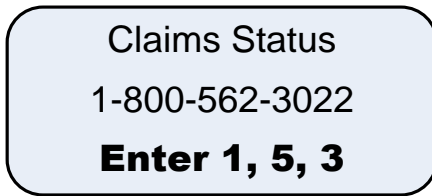


## Appendix N: Use IVR to Check Claims Status

### Shortcut



### What will I hear?

The IVR will play only the information specific to the provider's claims. The type of information available is dependent on the status.

Claim number

Status of Paid

- Date paid
- RA date
- Amount Paid
- Warrant amount
- Warrant number
- RA number
- Services Dates

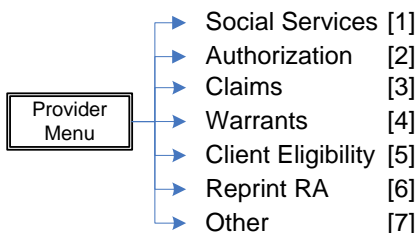
Status of Denied:

- Date denied
- Denial reasons (limited to 5)

Status of In Process

- Date received
- Message if more than 30 days

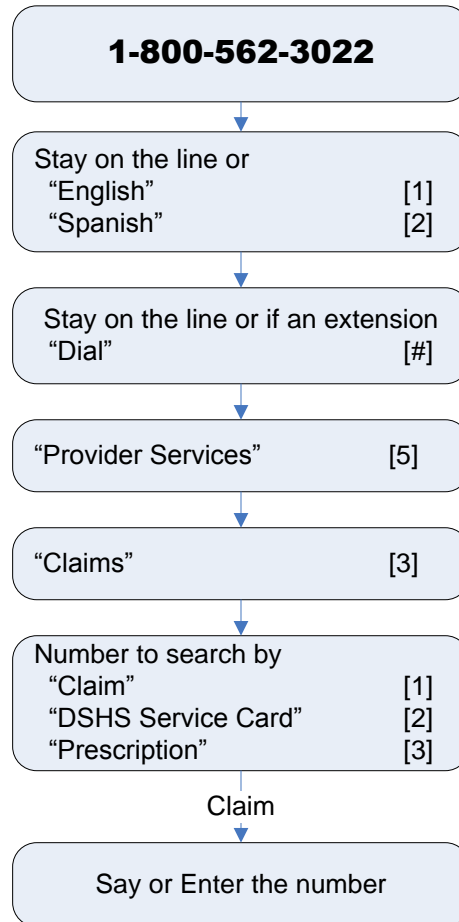
### Provider Menu Choices



### How

The ProviderOne IVR accepts voice responses or keypad entries, indicated by brackets [ ].

You can key ahead anytime.



Note: Searching by other than claim number will generate additional questions.

DSHS Services Card:  
- Date of birth  
- Search by specific date or range

Prescription:  
- Claim more than 2 days old  
- Prescription number  
- Fill Date